

Client Journey Timeline

This is the timeline of our clients journey with our Family Hub Navigators (FHN's)

1

Referral

A referral is made and sent to familyhubnavigators@salfordcvs.co.uk

2

Elemental

FHN's triage referral, if appropriate we contact the client to book an appointment. They will then receive a postcard via email or post.

3

First Appointment

FHN has first appointment with client and agree a pathway into support, via signposting or referral. This can be deferred to a second appointment.

5

Connection / Community access / Close referral

4

Support

Continued calls of support whilst client is accessing services.

Family
Hub